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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Big telecom companies are a big problem. They are too big and can't handle things on a personal basis with the consumer - way too many middle men and way too many spread thin resources. I believe quality goes down with the size of the provider. The bigger they get, the more they think that have a right to be excused for bad service, more delays, and more money, leaving the consumer with poor or no choice. Competition is needed.

I love my small internet provider, Sonic, because I get good customer service.

I never have to worry that I will be stuck for long without the internet if they can help it. It is very reassuring to me that I have a local internet provider. I know that when I call Sonic I receive prompt and careful attention.

I suppose that the big telecom companies are promising broadband for everyone, but I don't think that will happen in my lifetime. I live in a rural residential neighborhood. My connection to the internet through Sonic is with DSL. The problems I have are with A.T. & T., the phone lines, and the fact that A.T. & T. is one of those big companies I refer to above. I sure wouldn't want to replace one big company with another big company, both of which are, if not bad, unsatisfactory.

We need competition to keep our economy strong and our infrastructure working well.

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